



**KWAZULU-NATAL PROVINCE**  
HEALTH  
REPUBLIC OF SOUTH AFRICA

# ST CHADS CHC

## ESITEBHISINI

## NEWS

GROWING KWAZULU NATAL TOGETHER

OCTOBER 2023

# OPEN DAY: KWAMTEYI CLINIC



Open Day was held at the facility to interact with the community they are serving .....



Isibhedlela kubantu



Promoting healthy learning at Ekukhuleni Secondary School

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*Growing KwaZulu Natal together*



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## ST CHADS CHC

### *Vision*

To provide optimal health care services that is integrated to the district health system within the catchment areas of Alfred Duma Local Municipality

### *Mission*

We are committed to deliver a high quality coordinated and comprehensive health care to the community through preventive, promotive, curative and rehabilitative levels of primary health care in Alfred Duma

### *Core Values*

Team work, Integrity, motivation and respect

Open communication, transparency and consultation

Commitment to performance

Courage to learn, learn change and

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# From the CEO/Medical Manager's office



Dr. SE Mnguni  
CEO/Medical Manager

**P**roving optimal care, high quality care has been a standing goal for St Chads CHC. In the 2nd quarter of each financial year, KZN Department of Health conducts Patient Experience of Care survey for all healthcare facilities. In 2023/2024, St Chads CHC was cross-assessed by Emmaus Hospital Team.

PEC is one of the common source of mechanism used to access patients/ clients in order to identify gaps for quality improvement in the health care facility. Also, it is used to get perception / gain insight from patient for measuring the level of satisfaction they experienced while visiting the facility.

All 09 Clinics and St Chads CHC were assessed (out patient survey) as we provide service to patients who receive medical treatment and return home.

Ladies and gentlemen, our clients has spoken. I am proud to announce that all facilities has done exceptional work and passed the PEC survey 2023/2024. Zoom in where the efficacy results were not met (access to care). Otherwise , a job

well done to all of you for committing yourselves in providing service to our community, and adhere to Batho Pele Principles, patients' rights and ethics and professionalism. More praising achievement

Colleagues, St Chads CHC Sub-district achieved Platinum on Perfect Permanent Team For Ideal Clinic Realization and Maintenance assessment (PPTICRM).

## PEC results for St Chads CHC:

1. Access to care– 97%
2. Availability of medicine– 96%
3. Values and attitude– 89%
4. Patient Safety– 95%
5. Cleanliness– 90%
6. Patient waiting time– 92%

Overall Patient Experience of Care survey results– 92%

## PPTICRM results for St Chads CHC and Clinics:

1. Ekuvukeni Clinic- 90%
2. Ezakheni 2 Clinic- 89%
3. Ezakheni E Clinic– 90%
4. Gcinalishone Clinic– 81%
5. kwaMteyi Clinic– 98%
6. Limehill Clinic– 93%
7. Rockcliff Clinic– 86%
8. Sahlumbe Clinic– 93%
9. Sigweje Clinic– 90%
10. St Chads CHC– 87%

Thank you once more for upholding the high level of integrity.

# From the editors corner



Miss GP Mabaso  
Public Relations Officer

Imagine that your medical aid funds has exhausted, and you require a medical assistant. You get to your nearest clinic and you find the facility is fully packed, queues moving slow or not moving at all for 45mins. No one is updating queue status. How would you feel, what would you do?..... That's exactly how our clients feels also.

Patient long waiting times can be detrimental to quality service the facility is providing and can negatively impact on patient experience of care by increasing number of complaints verse compliments received.

While the Management and Supervisors are timeously working to reduce patient waiting times and proving quality care services, staff members are urged to be loyal, dedicated, motivated to their daily duties.

There are ways our facility can reduce patient waiting times. As some of the clients are complaining about staff taking lunch at once. Operational Managers/ Supervisors to have allocation for breaks - staff to rotate when taking lunch.

Using of cellphone while on duty can also delay time for patients, therefore staff are urged to adhere to SOP restricting staff to use cellphones while on duty. Not unless its work related.

Well done to Human Resources Development for continuously organizing Induction and Orientation to newly employed staff. Staff to adhere to Code of Codes, Ethics and professionalism and practice Batho Pele principles.

There are services and systems in place to reduce waiting time. Patient Registration to strengthen HPRS capturing system. Clinicians to enroll stable clients to Central Chronic Medicines Dispensing Distribution (CCMDD) and Pelo box.

Getting lost in the facility while searching for an Audiologist can delay a patient stay in the facility. Therefore, triaging patients to avoid disorganization of clients, have an active help desk and updated signage and correct colour coding can assist clients.

Staff members, do not get tired to emphasize the importance of honoring appointment system to clients. This can be a win- win to both patients and facility.

Senior Management can not decrease patient waiting time without staff member's effort and commitment to their work.

**HAPPY BIRTHDAY**  
everyone born in  
the month  
**OCTOBER**



# Promoting health care services

## Open day at KwaMteyi Clinic

Residents came out in numbers to attend clinic open day



Community attentively listening to speakers

**K**waMteyi clinic hosted an open day on the 17th of August 2023 to promote, educate and showcase various services available in the facility.

The objective of the event was to promote healthy lifestyle that compromise the well being of the community. Health education about the existence of the clinic's programs on how to utilize/ access/ benefit from services rendered by the clinic and showcase service rendered like mental health services provided Registered Counsellor.

Mrs NA Molefe urged the community to support people living with Dementia and Alzheimer. Deputy Manager Nurse Miss LS Phungula said that people need to care for their health by visiting the clinic regularly, honor their appointment dates and take care of each other's health.

The residence came in numbers to further their knowledge, take advantage of services provided on a day and to closely interact with their health care workers. "Thank you to Department of Health for continuously giving out information and rendering quality service to our people" said Mr Luthungo, one the tribal Counsellor .



Mrs N Molefe addressing the community on issues patterning mental health

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KwaZulu-Natal Department of Health



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# Back to the basics

## Hand wash your hands to protect the spread of infection

Slogan : Clean Hands Are Within Reach



**O**n the 20th October 2023, St Chads CHC joined forces to motivate and encourage staff members to adhere to the good hand hygiene practice. Mr Themba Sitole- Infection Prevent Coordinator led the facility to ensure that staff members curb the spread of infection from one person to another or from surface to a person.

The campaign aimed to increase awareness and understanding the critical importance of handwashing to prevent the spread of contagious diseases. “ Thorough handwashing with soap and water or with hands with alcohol based hand rub can protect you and your patients from the range of infection”, said Themba Sitole when he was emphasizing hand wash and hand rub at Casualty Unit.

During the campaign, staff were encouraged to rub hands for at least 15 - 20 seconds.

### Five moments to be observed by health professionals:

Moment 1: Before touching a patient. Moment 2: Before septic procedure. Moment 3: After body fluid exposure. Moment 4: After touching a patient. Moment 5: after touching a patient’s surroundings.

**Pictures: Staff members from different units practicing hand rub.**



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# Meet the Senior Management Team

St Chads CHC Management would like to announce the appointment of new Managers



**Mr S Mtwayazo**

**Assistant Director: Systems**

**Email: [Siyanda.Mtwayazo@kznhealth.gov.za](mailto:Siyanda.Mtwayazo@kznhealth.gov.za)**

Mr Mtwayazo is a young, dynamic Manager, who is confident in his abilities, goal orientated and experienced.

He was previously with Madadeni Regional Hospital in Newcastle as Assistant Director - Systems before joining St Chads CHC on the 1st August 2023.

“ I am enthusiastic to be part of St Chads CHC”, said Mr Mtwayazo who seemed to be joyful and shown eager about his work.

As a new Manager, he said that he encourages staff members to work hard, be team players and have “Ubuntu” for the facility to achieve more.

“ I practice an open door policy in order to encourage openness and transparency with all staff members. People are welcome to my office if they need any assistance” further said Mr Mtwayazo.

You had him folks, his door is open to address challenges proactively before they became bigger/ difficult to manager.



**Mr MD Mthembu**

**Assistant Director: Human Resources**

**Email: [mandla.mthembu@kznhealth.gov.za](mailto:mandla.mthembu@kznhealth.gov.za)**

Please meet Mr MD Mthembu, who is newly appointed as St Chads CHC Human Resources Manager. Mr Mthembu has qualifications and experience in Human Resource field. He has been with Department of Health for 16 years.

“My purpose is to ensure continuous transparency of Human Resources Manager services and to provide accessibility to services of the office I represent”, said Mr Mthembu

Mr Mthembu also added that one of his wishes is to improve good staff attitude for both internal and external clients and have open door policy to improve daily operating capacity on any urgent matters but following the right channels.

“I am here to support my subordinates in achieving their goals together with departmental goals, and to also encourage staff members to develop themselves” said Mthembu.

He further said that he will ensure that all staff comply with legislative mandates in order for St Chads CHC to achieve its goals which are in line with National and Provincial strategic goals”

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# Meet the Finance Manager



**Mr SJ Pienaar**

**Assistant Director: Finance**

**Email: [Salvador.pienaar@kznhealth.gov.za](mailto:Salvador.pienaar@kznhealth.gov.za)**

We are all aware of the current global economy crisis and that we as public servants should do more with the little budget that we have to ensure that Health Care Services are provided to the citizens of the country.

The budget has drastically been reduced from the previous years, in 2022/23 the total budget for St Chads CHC was R279,452,000, the current budget for 2023/24 is R270 088 000.00 as you can see the current budget has been reduced by R9 364 000.00 as compared to last financial year

Even though the budget is much less, we ensure that services are not hampered by ensuring stock availability, infrastructure maintenance is carried out and staff shortages is reduced by us adhering to the acts and policies which are available and which guides us on how we should provide services to our clients so that the Departments objectives can be achieved

Even though the budget is much less, we ensure that services are not hampered by ensuring stock availability, infrastructure maintenance is carried out and staff shortages is reduced by us adhering to the acts and policies which are available and which guides us on how we should provide services to our clients so that the Departments Objectives can be achieved

## **The Departments objectives are:**

Universal Health Coverage- to increase access, quality and uniformity.

Reduce morbidity and mortality  
Improve client experience of care

The following are legislative prescripts and policies: PFMA, Treasury Regulations, PPPFA, BBBEE, BCOE, Public Service Act, Code of Conduct but to mention a few which are applicable to The Department of Health.

The PFMA chapter 5, section 45, **Responsibilities of other officials:** An official in a department, trading entity or constitutional institution-

Must ensure that the system of financial management and internal control established for that department, trading entity or constitutional institution is carried out within the area of responsibility of that official;

Is responsible for the effective, efficient, economical and transparent use of financial and other resources within that official's area of responsibility;

Must take effective and appropriate steps to prevent, within that officials area of responsibility, any unauthorised expenditure, irregular expenditure and fruitless and wasteful expenditure and any under collection of revenue due;

Must comply with the provisions of this Act to the extent applicable to that official, including any delegations and instructions in terms of section 44; and

Is responsible for the management, including the safeguarding, of the assets and the management of the liabilities within that official's area of responsibility.

Failure of any official to comply with the PFMA is considered as Financial Misconduct and is convicted to a fine or to imprisonment not exceeding five (05) years.

St Chads CHC is a team which is striving to achieve the departments objectives and if continue working together we will achieve the NDP30

As a Department, we have also received an un-qualified audit report for the 2022/23 for the first time in 17 years which proofs that continuing to work together and adhering to acts and policies we can achieve a clean audit.

NB: If we take some time to do things right the first time and we work SMART not hard, we will achieve the Departments Objective.

In closing I would like to quote David Schwartz; "Where success is concerned, people are not measured in inches, or pounds, or college degrees, or family background; they are measured by the size of their THINKING"

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# IMPROVING QUALITY LEARNING AND TEACHING

On the 23th of March 2023, St Chads CHC was attended a Quality Learning And Teaching Campaign Launch at Eku-khuleni Secondary School located in eZakheni. St Chads CHC honored the invite by gracing Eku-khuleni Secondary School with their presence.

The purpose of the event was to ensure that all pupil and stakeholders take the initiative in achieving quality learning and education at Eku-khuleni Secondary School.

Registered Counselor was given the opportunity to deliver a message of support to the students. She offered to help pupils to overcome learning barriers such as bullying, mental illness, and abuse. She gave students assurance that they are welcomed at St Chads CHC to get the assistance that they require which will improve their performance at school.

The escalating number of teenage pregnancy was the main concern Sister S Kunene raised. She reminded learners about the options available to help prevent teenage pregnancy. Kunene encouraged learners to protect themselves from unprotected sexual activities. Sister

“Male learners mustn’t take advantage of their peers (females) but instead protect them”, said Sister Kunene when she was also emphasizing culture of love, self respect, quality education and healthy lifestyle to pupils.

She also raised awareness on the danger of false rape accusations. Male students were encouraged to go get circumcised. “A healthy body is a healthy mind” are some of the encouraging words Sister Kunene left with the students.



Registered Counselor, Mrs N Molefe contributed on improving quality learning



Sister S Kunene reminding pupil to live healthy life to avoid disturbance from their studies.

# Pharmacy shines and promote healthcare for patients

## What is a health facility without medication

Pharmacy Month: on Thursday 5th October 2023, St Chads CHC celebrated a Pharmacy month to recognize the impact Pharmacy make to patients.

The theme “**Pharmacy United in Promoting Healthcare for Patients**” aims to educate the public on the role of pharmacists and pharmacy support personnel in delivering primary healthcare services to the community, promoting the uptake of immunization and educating the public on adverse drug identification and reporting; and promoting antimicrobial stewardship, including infection prevention and control (IPC).

Pharmacy together with Chronic Unit and Mother and Child united to educate patients about the methods to avoid contracting infections like wearing of surgical masks when visiting healthcare facility, side effects caused by medication, emphasized the importance of completing the antibiotic course and adherence to immunization required.

“Completing the entire course of antibiotic is very vital to ensure that the bacteria is killed and it eradicate the body”, said Safia Mahomed - Community Service (CS Pharmacy). She further said that discounting antibiotic consumption can worsen the infection.

Nkosinathi Ndlovu, (CS Pharmacist) also took a stand to urged the health workers to explain side effects to the patients and for patients to ensure they understand the side effects of medication they are taking.

Prevention measures to protect our children from communicable diseases like polio and measles is to ensure that children comply with all immunization. Lebo Mofokeng (CP Pharmacy) emphasized the importance of childhood immunization to avoid communicable diseases.

It is anticipated that pharmacy will continue to educate, serve and care for the public on the importance of health issues.



Mr MK Zwane Pharmacy Manager and Nkosinathi Ndlovu (CS) Pharmacy addressing the clients



Lebohang Mofokeng emphasizing the importance of immunization

# Nutrition Week : Feel Good with Food

## What is Nation Nutrition Week

National Nutrition week started in the 1940's after the National Department of Health was approached by the association for diabetes in South Africa (ADSA). It was agreed that it is important for nutrition messages to be included in the Department of Health Awareness calendar.

## Why is good nutrition important

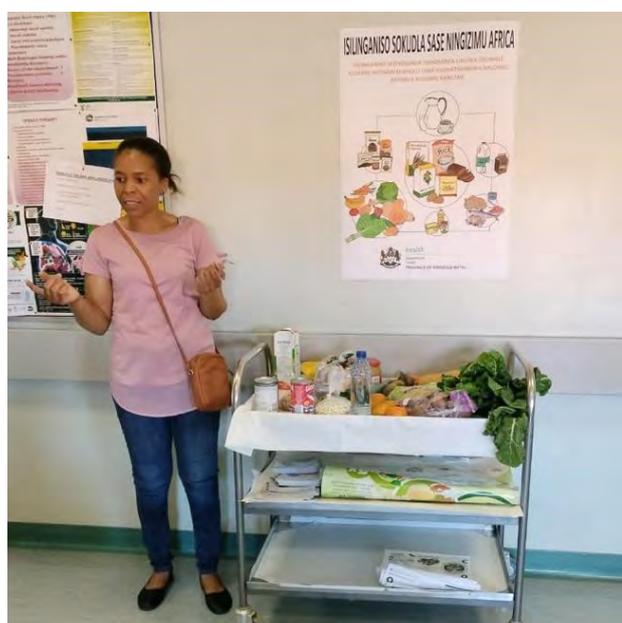
Good nutrition/ healthy eating is a key component of a healthy lifestyle. Healthy eating and physical activities can help one to achieve and maintain a healthy weight and reduce the risk of non-communicable diseases (NCDs) like diabetes and cancer. The risk starts in childhood and builds up throughout life, especially if one does not eat a healthy diet and is not physically active. Therefore good nutrition promotes overall health and wellbeing

## What is the theme and why

The theme for this year ( 09-15 October 2023) is feel good with food. The slogan **Feel Good With Food** was chosen specifically for its potential to attract the attention of those that may not be naturally interested in healthy eating or those that do not understand the importance of healthy eating due to competing priorities in life.

## Who is the target audience for National Nutrition Week

National Nutrition Week targets clinics, CHCs, clients, caregivers, schools, early childhood developments and various departments.



Miss Sindi Mavunda, the Nutritionist giving health education on nutritious food at Mother and Child



Nutritionist and Operational Manager at Gcinalishone Clinic ensures that elderly people understand the importance of eating healthy and living healthy.

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# Bid farewell to super women



**Miss N Nkala**

In as → HRD Officer  
Out as ← HRD Supervisor at



**Mrs P Dladla**

In as → CEO/Medical Manager Secretary  
Out as ← Administration Clerk at Gcinalishone Clinic

## Registered Counsellor



Mrs N Molefe , Registered Counsellor

### What does a Registered Counsellor do?

Conducts psychological and preventive interventions that focus on the promotion and enhancement of psychosocial wellbeing for individuals, families, groups and communities.

A registered Counsellor is a psychological practitioner who perform psychological screening, basic assessment and psychological interventions with individual and groups.

Registered Counsellor is based at St Chads CHC. Services are offered for both staff members and clients at UThukela Health District.

# Isibhedlela kubantu



The community came out in numbers to benefit from Isibhedlela kubantu program

On the 23rd July 2023, the community of eMlilweni benefited from the outreach services program (**Isibhedlela kubantu**) which was initiated by the MEC for Health Ms Nomagugu Simelane. The community seized the day to benefit from services like Eye Care, Medical Doctor, Physiotherapy, mobile services and Registered Counselor's services (Mental Health). The day was graced by the MEC for Health in KwaZulu Natal which made the residents delighted as MEC announced that the mobile service will commence again to provide health services at Mlilweni Area.

It was not only the eMlilweni Community who benefited from Isibhedlela kubantu program. On the 18th August 2023, eZakheni E residences came out in numbers to benefit from the services provided by the Department of Health and other stakeholders at eZakheni Sport Ground. Event was a success.



Isibhedlela kubantu at eZakheni E sport ground





St Chads CHC value inputs from the public in a form of a complaint, compliment and suggestion. If you have any question or concern do not hesitate to contact the P.R.O, Miss GP Mabaso or CEO - Dr. SE Mnguni

I was in the clinic at St Chads for tooth removal. The doctor was professional, friendly and funny at the same time. Removing tooth wasn't painful even though there was difficulties but the doctor managed to take the whole tooth out thanks to the doctors.

Impatho inhle kakhulu, kuyashesha kanti bayakwazi ukuchazelana kahle uma unombuzo. Siyabonga kakhulu naku mphathi uNkabinde kanye nomunye uNkabinde ose-Admini ave enza ulayini usheshe uma ekhona phambili nge-St Chads clinic nestaff sakhona sonke. Nime njalo

Cha akukho okubi banesineke abasebenza lakukhishwa khona amafile banomusa ngazathi abaphathi bangabapha ireward ngoba into enhle iyanconywa ngiyabancoma basebenza kahle ngiyabongela ngazathi bangahlala besebenza kanje bangashitshi.

Siyabonga kakhulu siphatheke kahle niqhubheke njalo, iservice yenu ibi yinhle kakhulu asihlalanga sichazelelike ngako konke siyabonga.

Ngithanda ukuncoma onesi, nodokotela nama-Security cha bengingakaboni okubi nje ngizibonela impatho nesihle ngihlezi ngithokozile.



OCTOBER 24  
**WORLD  
 POLIO  
 DAY**



**A HEALTHIER FUTURE FOR MOTHERS & CHILDREN**

Polio, a highly infectious disease, can cause lifelong paralysis and even death, especially in children under five. However, we have made significant progress towards eliminating polio globally.

This year's theme is a reminder that we must continue our efforts to eradicate polio and protect future generations. Ensure that your children receive all routine vaccinations, including for polio. Immunisation protects children from preventable diseases and contributes to a polio-free future.

*Covid-19 vaccines still matter. Don't forget to get yours.*



NATIONAL HEALTH HOTLINE

**0800 029 999**

[www.sacoronavirus.co.za](http://www.sacoronavirus.co.za)

NATIONAL  
**STROKE**  
 Week

**28 OCT - 3 NOV**



Recognising these signs is important for quick action. The acronym F.A.S.T. is an easy way to remember them:

- ✔ **FACE DROOPING:** Check if one side of the face is drooping or feels numb. Ask the person to smile and see if their smile looks uneven.
- ✔ **ARM WEAKNESS:** See if one arm is weak or numb. Ask the person to raise both arms and note if one arm drifts downward.
- ✔ **SPEECH DIFFICULTY:** Listen carefully for slurred speech or trouble speaking. The person may have difficulty finding the right words or speaking clearly.
- ✔ **TIME:** Call, seek help at first sight of stroke.

*Covid-19 vaccines still matter. Don't forget to get yours.*



NATIONAL HEALTH HOTLINE

**0800 029 999**

[www.sacoronavirus.co.za](http://www.sacoronavirus.co.za)

**Empower your knowledge**



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# ACKNOWLEDGEMENTS

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Thank you to all who contributed in the newsletter. Isandla sindlula ikhanda.

